



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Illinois Consolidated Telephone Company**  
**for quarter ending September 30, 2008**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.10	8.30	8.70	8.70
B. Operator Answer Time - Information [730.510(a)(1)]	11.00 *	10.00	9.00	10.00
C. Repair Office Answer Time [730.510(b)(1)]	10.00	14.00	23.00	15.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	9.17	10.00	9.00	9.39
E. Percent of Service Installations [730.540(a)]	99.21%	99.01%	99.00%	99.07%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.31%	96.28%	91.81% *	94.47% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	3.06	2.48	2.66	2.73
H. Percent Repeat Trouble Reports [730.545(c)]	3.30%	5.10%	9.50%	5.97%
I. Percent of Installation Trouble Reports [730.545(f)]	4.48%	0.70%	0.80%	1.99%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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